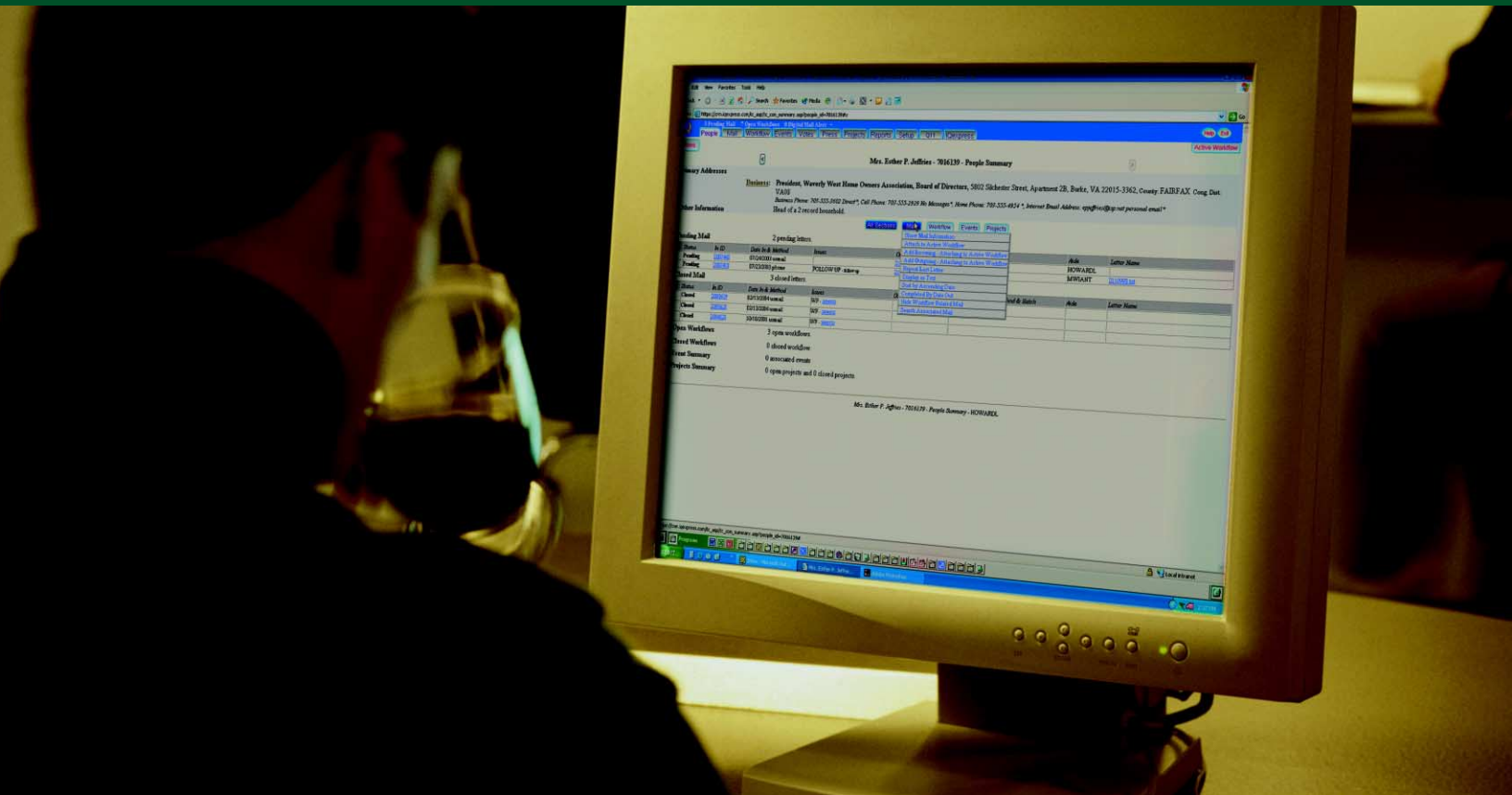




**LOCKHEED MARTIN**   
*We never forget who we're working for™*

## **IQ Workflow** Business Processes That Work



All government offices are not the same. Even groups within the same organization can have different approaches and different requirements. Finding a common solution to address dozens of unique processes can be difficult. Intranet Quorum® (IQ) Workflow offers both the structure and the flexibility you need to meet the challenge of managing diverse tasks with a single system.

## A Flexible System Conforms to Your Processes for Greater Accuracy and Accountability

Flexibility is the key. IQ Workflow conforms to your processes. Each request, complaint, or opinion that you receive can be processed for efficient response, tracked to maintain accountability, and recorded for historical and reporting purposes. Your staff and management benefit from greater accuracy, analysis, and accountability.

## Track Every Contact and Activity to Ensure Timely, Successful Completion

With hundreds or even thousands of contacts each week, following through with every transaction can be a daunting task. IQ lets you initiate a workflow record complete with reminder dates, deadlines, and priority coding. If staff members from various departments are required to resolve an issue, IQ Workflow enables you to monitor the status of every interaction. All the people assigned to a task are notified when work is awaiting their attention. Flags and alerts keep every item on track for successful and timely completion.

## Maximize Efficiency with Customized Templates

By creating the exact workflow templates you need, or modifying existing templates, efficiency is maximized with every step in the process. If a particular process requires unique information (an identification number, a special code, a date, or a dollar value), IQ lets you create data fields in your workflow template to consistently track that information.

## Quickly Identify Bottlenecks to Improve Productivity

The ability to see clearly where a process bogs down or where additional resources may be needed is a key benefit of the IQ system. Understanding where bottlenecks occur allows you to make adjustments that, in turn, improve office productivity and efficiency.

## Intranet Quorum (IQ) is designed specifically to meet the needs of today's citizen-focused government.

- Manage the unique and specific needs of any organization.
- Track and process requests and complaints to ensure a speedy and thorough response.
- Route data, schedule tasks, flag deadlines, and establish procedures. User-defined fields help ensure that every data element, including identification numbers, dates, amounts, and unique information, can be tracked effectively.
- Track interoffice documents and processes.
- Integrate IQ Workflow records with IQ People, IQ Correspondence, and IQ Internet Mail Agent for greater productivity.

## Electronic Connections Let You Streamline Your Processes

IQ Workflow harnesses the power of today's technology to help you accelerate your business processes. Connecting you to citizens, coworkers, and colleagues via e-mail enables you to extend your reach beyond what was previously possible. Interagency and interdepartmental efforts no longer require that you give up control or lose accountability. And because you can track the matter electronically, you can follow through and achieve results faster.

## A Single Powerful System Yields Tangible Results

There are relatively few limits to how IQ's workflow can be used to meet the needs of an organization. Citizen contact centers, individual departments, executives, and elected officials have benefited from IQ's powerful tracking system. The results are tangible. Open issues are closed faster, citizen complaints are resolved, and communication between colleagues and coworkers is improved.



## Contact Us Today for More Information about IQ Workflow

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